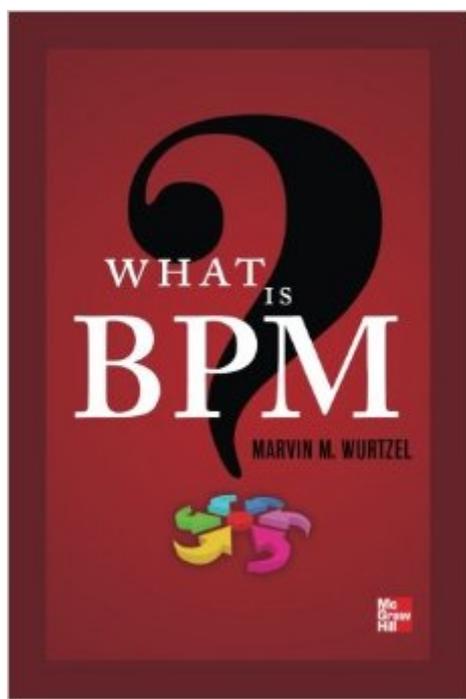# What Is BPM?

Synopsis

PRACTICAL COVERAGE OF BUSINESS PROCESS MANAGEMENT FUNDAMENTALS This concise, easy-to-understand guide provides a straightforward introduction to the tools and techniques required to implement business process management (BPM), and how it can benefit any organization. Written by an instructor at the BPM Institute, What Is BPM? explains the management strategies, integrated methodologies, and software solutions essential to a successful enterprise-wide BPM implementation. Discover how to roll out a systematic approach to continuous process improvement in your organization and deliver sustained operational performance. Find out how to: Identify value chain processes within your organization Understand the document, assess, improve, and manage phases of BPM Select process improvement tools, such as process mapping, Six Sigma, and Lean Transform to a process-managed enterprise Evaluate BPM software and platforms

Book Information

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Customer Reviews

Business Process Reengineering (BPR) is dead; Business Process Management (BPM) is its living descendant, and this book is intended to explain what it is. The key idea, as in BPR, seems to be that companies should be aligned by business processes rather than structured by functions. The author seems to think that the only reason companies have functional organizations is that management does not know any better. This is a bit short, considering that some high-performance

organizations, like Toyota, have a functional organization.The author spends quite a few pages explaining what a process is, but gives along the way many inconsistent definitions. First, it's a "sequence of steps," and then a "collection of activities." Finally, on p.22, he settles on a "collection of repeatable, value adding activities" aiming to generate a "product or service that the customer is willing and able to pay for." He does not explain what he means by "value adding," which is used in many different ways. If he uses it like Womack & Jones in Lean Thinking, it means "that the customer is willing to pay for," and is therefore redundant.It should be noted that many functional departments fit this definition, and I don't believe that it is what the author had in mind. On the other hand, two pages earlier, he describes support and management processes that do not produce anything the customer is willing to pay for, and are therefore not covered by his definition.In this book, BPM is supposed to be the high-level, umbrella concept under which Lean, Six Sigma, or TQM are subsumed.

What Is BPM? BPM: Business Process Management - Fundamentos y Conceptos de ImplementaciÃ n (Spanish Edition)